

A STUDY ON JOB COMPLETION OF WORKING WOMEN UNDER THE SERVICE SECTORS TIRUCHIRAPPALLI DISTRICT, TAMIL NADU, INDIA

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ABSTRACT

There are many factors that contribute to job satisfaction and empowerment, according to this study. For the purposes of this paper, we will examine how much decision-making and decision-making power women have in the workplace. It is crucial for women to have a voice in all aspects of income generation, distribution, investment, and expenditure in order to achieve economic empowerment. Working women's empowerment programmes aim to help them exercise their rights as equal partners in society to participate in decision-making at all levels and in all spheres, both inside and outside the home. Women's earning potential is being improved, and efforts are being made to guarantee that they have access to and control over all family/community assets.

Key words: Job satisfaction, Empowerment, working women in service sector.

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1. INTRODUCTION

Job satisfaction is a general term that refers to one's overall feelings about one's job, rather than a specific set of likes and dislikes associated with a particular position. An employee's success or failure in achieving personal goals, as well as how closely the job and company are perceived to align with those goals, may be the focus of the evaluations. A positive attitude is an efficient response to a job that results from the person's assessment of real outcomes with those that are

desired, predictable, or deserved. It refers to an individual's constructive exciting reactions to a particular job and can be both positive and negative at the same time. Economic empowerment of women is mainly based on their contribution in decision making process with regard to raising and distribution of income, investments and expenditure at all levels. The entire efforts of empowering women are to help them exercise their rights in decision-making at all levels and in every sphere.

2. STATEMENT OF THE PROBLEM

Job satisfaction is the degree to which employees view their work in a favourable or unfavourable light. The association between job and life is complex depending on personality factors like job and socio-economic environment. An effort has been made to examine the women work contribution and empowerment through decision making. The study shows that empowerment encompasses a wide variety of factors such as economic, political and social as well as social and cultural factors. The present chapter makes an attempt to analyze the following objectives.

3. OBJECTIVES

- To analyze the extent to which women work participation empower them through management;
- To find out the variation in monthly income between different groups of women workers;
- To analyze the women worker contribution towards Family income; and
- To study the level of job satisfaction of the respondents in the study area.

4. METHODOLOGY

The researcher had adopted an exploratory research design to study this problem so as to fulfil the research gap and suggest for suitable solutions. The primary data was collected through field survey with the help of well-structured comprehensive interview schedule, with the application of simple random sampling method. The researcher had selected 50 sample women workers each from telecommunication, banking and postal services respectively from public and private sectors. The universe was 15,019 and sampling size was 300, those who were working in these sectors were grouped into two numbers of cluster namely public (150) and private (150). It was collected between the periods of November 2018-April 2019 and analyzed with the help of the SPSS package.

5. DATA ANALYSIS AND INTERPRETATION

Table 1 Distribution of the Respondents by their decision making on professional career

Sl. No.	Final Decision Taken	Public		Private	
		Number of Respondents	Total Score	Number of Respondents	Total Score
1.	Self (Respondents)	112 (74.67%)	336	92 (61.33%)	276
2.	Spouse /Family members	27 (18%)	54	29 (19.33%)	58
3.	Jointly	11 (7.33%)	11	29 (19.33%)	29
	Total	150 (100%)	401	150 (100%)	363

**Source: Computed from Primary data ** Multiple responses*

According to the above table, nearly 76% of women working in the public sector and 61% of women working in the private sector make independent decisions about their professional

careers. Independent decision making was found to be less prevalent in the private sector than in the public sector. Joint discussions were held by 19.33% of families in the private sector and 7.33% in the public sector. In the private sector, 19.33% of decisions were made by a spouse or family member alone, while 18% of decisions were made by a spouse or family member alone in the public sector. Thus, it is inferred from the total score that majority of working women could take decisions independently relating to professional career in both the public and private sector organizations.

In order to determine whether women working in different sectors have caused considerable difference in empowerment scores, one way ANOVA test was carried out. The computed results of one-way ANOVA for women work participants. There was a significant variation in empowerment scores between public and private sector women employees in the study area. Thus, it may be concluded that the empowerment of women varied with different sectors among women workers under service sector in Tiruchirappalli district.

Table 2 Estimated Regression results for Women Workers in Public Sector

Variable	Banking	Telecommunication	Postal
Intercept	1.2321	1.6751	1.2481
X ₁	0.1091* (3.3014)	0.1081* (3.1927)	0.1086* (3.7697)
X ₂	0.1093* (3.7697)	0.1079* (4.1017)	0.1059* (3.2147)
R ²	0.7801	0.8776	0.7791
F – value	123.17	129.17	111.27
No. of observations	50	50	50

* Indicates that the coefficients are statistically significant at 5 per cent level.

** Figures in brackets represent t- values

***Source: Computed from Primary data

It is found from that above table the independent variables included in the model for banking, telecommunication and postal under public sector have indicated 78 to 87% variations in total family income. In the case of banking, the co-efficient of multiple determinations (R^2) was 0.7801 indicating 78.01% variation in total income. The regression co-efficients of variables namely earnings of women workers and their spouses' earnings were statistically significant at 5 per cent level. One unit increase in these variables could increase the total family income by 0.1091% and 0.1093% respectively. In the case of women workers in telecommunication, two independent variables were jointly responsible for 87.76% of total family income. The co-efficient of earnings of women workers and their spouses were statistically significant at 5% level. It implies that one unit increase in these variables may lead to 0.1081% and 0.1079% increase in total family income.

In postal services, R^2 indicates that 77.91% variations were explained by the two independent variables included in the model. Both the variables were statistically significant at 5% level. It means that an additional unit of these variables could increase total family income by 0.1086% and 0.1059% respectively. The F value indicates that estimated regression model is statistically significant at one percent in three cases. The estimated values of regression equations for banking, telecommunication and postal services under private sector.

Table 3 Estimated Regression results for women workers in Private Sector

Variable	Banking	Telecommunication	Postal
Intercept	1.1071	1.2324	1.1187
X ₁	0.1065* (4.5623)	0.1059* (3.4796)	0.1061* (4.2123)
X ₂	0.1072* (5.6676)	0.1068* (4.8921)	0.1198* (5.2106)
R ²	0.7856	0.7514	0.7537
F – value	123.11	120.49	112.13
No. of observations	50	50	50

*Figures in brackets represent t- values

** Indicates that the co-efficients are statistically significant at 5 per cent level.

***Source: Computed from Primary data

The above table shows that in the case of banking under private sectors, all the variables included in the regression model jointly explain about 78.56% variations in total family income. The regression co-efficients of variables namely earnings of women workers and earnings of their spouses were statistically significant at 5 per cent level. It indicates that an addition unit in these variables could increase total family income by 0.1065% and 0.1072% respectively.

In the case of telecommunication, R₂ value was 0.7514 indicating 75.14% variation in total family income. The co-efficient of earnings of women workers and earnings of their spouses were statistically significant at 5% level. It means that one unit increase in these variables may effect 0.1059% and 0.1068% increase in total family income.

In postal service, R² indicates that 75.37% variations in the dependent variable were explained by all the explanatory variables. The variables namely earnings of women workers and earnings of their spouses were statistically significant at 5% level. It implies that for one unit increase in these variables, total family income could be increased by 0.1061% and 0.1198% respectively. As per F value indicates that the regression model fitted is found to be significant at one percent level in three cases.

Table 4 Distribution of the respondents by their level of job satisfaction

Sl. No.	Level of Job Satisfaction	Public Sector	
		No. of Respondents	Percentage
1.	High	45	30%
2.	Medium	88	58.67%
3.	Low	17	11.33%
	Total	150	100.00

*Source: Computed from Primary data

According to the above table, 45 (30%) of 150 public sector women workers reported a high level of job satisfaction, while 17 (11.33%) reported a low level of job satisfaction. However, nearly 88 (58.67%) of the sample respondents from the public sector reported a medium level of job satisfaction.

Table 5 Age and Level of Job Satisfaction of Sample Respondents

Sl. No.	Age in Years	Public Sector			
		Level of Satisfaction			Total
		High	Medium	Low	
1.	Below 30	4 (8.89%)	19 (21.59%)	2 (11.76%)	25 (16.67%)
2.	31 – 35	9 (20%)	18 (20.45%)	2 (11.76%)	29 (19.33%)
3.	36 – 40	12 (26.67%)	24 (27.27%)	6 (35.30%)	42 (28%)
4.	41 – 45	12 (26.67%)	14 (15.92%)	4 (23.54%)	30 (20%)
5.	46 – 50	2 (4.44%)	7 (7.95%)	1 (5.88%)	10 (6.67%)
6.	Above 50	6 (13.33%)	6 (6.82%)	2 (11.76%)	14 (9.33%)
	Total	45 (100%)	88 (100%)	17 (100%)	150 (100%)

*Source: Computed from Primary data

It is found from Table 5 that out of 45 public sector employees with high level of job satisfaction, 12 (26.67%) each are in the age group of 36-40 years and 41 to 45 years, 9 (20%) in the age group of 31-35 years, 6 (13.33%) in the age group of above 50 years, 4 (8.89%) in the age group of below 30 years and only 2 (4.44%) are in the age group of 46-50 years. It also shows that out of 88 employees with medium level of job satisfaction, 24 (27.27%) are in the age group of 36-40 years and it followed by 19 (21.59%) in the age group of below 30 years, 18 (20.45%) in the age group of 31-35 years, 14 (15.92%) in the age group of 41-45 years, 7 (7.95%) in the age group of 46-50 years and 6 (6.82%) are in the age group of above 50 years. Further, it shows that out 17 women workers with low level of job satisfaction, 6 (36.40%) are in the age group of 36-40 years and it followed by 4 (23.54%) in the age group of 41-45 years, 2 (11.76%) each in the age group of below 30 years, 31 to 35 years and above 50 years and only one (5.88%) are in the age group of 46-50 years respectively.

Table 6 Type of Family and Level of Job Satisfaction of Sample Respondents

Sl. No.	Type of Family	Public Sector			
		Level of Satisfaction			Total
		High	Medium	Low	
1.	Joint	24 (53.33%)	42 (47.73%)	10 (58.82%)	76 (50.67%)
2.	Nuclear	21 (46.67%)	46 (52.27%)	7 (41.18%)	74 (49.33%)
	Total	45 (100%)	88 (100%)	17 (100%)	150 (100%)

*Source: Computed from Primary data

It is found from Table 6 that out of 45 women workers of public sector organizations with high level of job satisfaction, 24 (53.33 percent) came under joint family and 21 (46.67 percent) under the nuclear family. Out of 88 workers with medium level of job satisfaction, 46 (52.27 percent) and 42 (47.73 percent) belonged to nuclear and joint families respectively. Further it shows that out of 17 respondents with low level of job satisfaction, 10(58.82 percent) belonged to joint families and 7 (41.18 percent) to nuclear families. To test the relationship between the type of family and the level of job satisfaction, the Chi-square test was applied.

Table 7 The Results Chi-Square Test between Level of Job Satisfaction and Socio- Economic Factors

Sl. No	Variable	Public Sector
1.	Age	Significant
2.	Religion	Not Significant
3.	Marital Status	Not Significant
4.	Type of family	Not Significant
5.	Family size	Not Significant
6.	Educational Qualification	Significant
7.	Salary	Significant
8.	Family income	Significant

**Source: Computed from Primary data*

It is observed from the above table that out of eight socio-economic variables, namely age, educational qualification, salary and family income are significant association with job satisfaction and the other variables are not significant in the public sector organizations.

6. FINDINGS OF THE STUDY

- More than half 88 (58.67%) of the respondents from public sector had medium level of job satisfaction. Hence, it could be concluded that the age factor influences the job satisfaction of public sector only under service sector.
- The religion does not influence on the job satisfaction of both public and private sector employees. There exists no relationship between marital status and level of job satisfaction in public sector. Hence, there exists no relationship between the type of family and the level of job satisfaction in public sector employees in Trichy district.
- The size of the family does not appear to have any influence on the job satisfaction of public sector employees. The educational qualification influences on the job satisfaction of women employees of public sector organizations under service sector in Trichy district. Salary influences the level of job satisfaction of the public sector employees.
- It is understood on the basis of total score value that the women in both sectors decide the education of their children independently. It is understood on the basis of total score value that the women in both sectors decide the career of their children jointly. It is clear from the total score that majority of working women could take decisions by spouse or family members regarding their health and medicine.
- It is observed on the basis of total score value that working women decide the leisure activities in both public and private sectors. It is also observed from the above table that independent decision was found to be dominant in public sector and spouse or family members decision in private sector regarding the purchase of home appliances in the study area.
- It is observed during the survey that many women have said that if they had money, they would also be able to buy gifts for others. It may be inferred from the score value that majority of personal need decisions of women worker could be taken independently.
- Total monthly income influences the level of job satisfaction of the public sector employees. The majority of working women could take decisions independently relating to professional career in both the public and private sector organizations.
- Majority of working women could take decisions independently relating to professional career in both the public and private sector organizations. The empowerment of women

varied with different sectors among women workers under service sector in the study area.

- There was a significant variation in empowerment scores between public and private sector women employees in the study area. The empowerment of women varied with different sectors among women workers under service sector in Tiruchirappalli district.
- There was a significant variation in the monthly income of women workers between public and private sectors. The monthly income varied significantly for sector among women workers. The results of one-way ANOVA test for monthly income among women workers in banking, telecommunication and postal under public sector.
- There was a significant variation in the monthly income between banking, telecommunication and postal of women employees working in public sector. The monthly income varied significantly between banking, telecommunication and postal. The results of one-way ANOVA test for women working in banking, telecommunication and postal services under private sector.
- There was no significant variation in the monthly income between banking, telecommunication and postal services of women employees working in private sector. Hence, it may be concluded that the monthly income does not vary significantly between three service sectors namely banking, telecommunication and postal services under private sector.
- The F value indicates that estimated regression model is statistically significant at one percent in three cases. The estimated values of regression equations for banking, telecommunication and postal services under private sector. Nearly 88 (58.67%) of the sample respondents from the public sector reported a medium level of job satisfaction.
- It is found that the calculated chi-square values are greater than the table value in respect of public sector employees. Therefore, the null hypothesis is rejected for public sector. Hence it could be concluded that the age factor influences the job satisfaction of public sector only under service sector.
- It is cleared in the case of the public sector employees; the calculated chi-square value is less than table value. Hence the null hypothesis is accepted. Thus, the religion does not influence on the job satisfaction of both public and private sector employees.
- It is noticed that the calculated values of the Chi-square value is less than the table values in public sector organizations so the null hypothesis is accepted for public sector. It is concluded that there exists no relationship between marital status and level of job satisfaction in public sector.
- It is portrayed that the calculated values of the Chi-square test are less than the table values in public sectors. So the null hypothesis is accepted. Hence there exists no relationship between the type of family and the level of job satisfaction in public sector employees in Trichy district.
- The calculated chi-square value is less than table value. Hence the null hypothesis is accepted. Thus, the size of the family does not appear to have any influence on the job satisfaction of public sector employees.
- The calculated values are greater than the table values in public sector employees. Therefore, the null hypothesis is rejected. The educational qualification influences on the job satisfaction of women employees of public sector organizations under service sector in Trichy district.

- The calculated value of Chi-square is greater than the table value for the public sector employees. It shows that the null hypothesis is rejected. It could be concluded that salary influence the level of job satisfaction of the public sector employees.
- It is inferred that the calculated value of Chi-square is greater than the table value for the public sector employees. It shows that the null hypothesis is rejected. It could be concluded that total monthly income influences the level of job satisfaction of the public sector employees.
- It is observed from that out of eight socio-economic variables, namely age, educational qualification, salary and family income are significant association with job satisfaction and the other variables are not significant in the public sector organizations.

7. CONCLUSION

It is concluded that the public sector provides good job security to its employees, as well as a variety of other benefits such as medical, pension, and gratuity, among others; on the other hand, the private sector provides a pleasant working environment and a competitive salary package to retain its skilled workers. Both the sectors are doing their best to increase the job satisfaction level of their employees. Women Employees working in these sectors were mostly satisfied with the salaries, amenities, nature of the work and other allowances.

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